

Milwaukee County Behavioral Health Services
Child & Adolescent Services Branch

Wraparound Milwaukee REACH Program

FAMILY HANDBOOK



Helping children who have behavioral health needs to
reach their full potential by connecting them with
community supports and services.



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Vision & Mission Statement

Vision

To help build healthy and strong communities by enhancing children's and families' ability to meet life's challenges and to foster resiliency and hope for a better future.

Mission

1. To serve each youth and family with respect and dignity acknowledging their strengths, needs and preferences.
2. To partner with the agencies who work with families to create one plan for a better life.
3. To support youth and their families to remain safely in their homes and communities.
4. To provide quality care that is culturally responsive to the diverse needs of the families we serve.
5. To provide leadership in creating lasting resources for families in their communities.





Welcome

WELCOME to Wraparound Milwaukee. Wraparound Milwaukee is a special managed care program that is run by the Milwaukee County Behavioral Health Division - Child & Adolescent Services Branch. Our offices are at 9201 Watertown Plank Road, Milwaukee, WI, 53226. Our office hours are from 8:00 a.m. to 4:30 p.m. Our office telephone number is (414) 257-7611.

If you have an urgent matter and need to reach someone after hours, please call our Mobile Urgent Treatment Team at (414) 257-7621. You can also choose to leave a message for us at our regular office number.

This Handbook will help you understand how Wraparound Milwaukee works. Please read this over. Your Care Coordinator will be talking with you about this Handbook.

What is Wraparound Milwaukee?



Wraparound Milwaukee offers care and support to families with a child or children who have serious emotional or mental health needs. Wraparound Milwaukee uses a family-centered Team approach. Together we look at the strengths and needs of your family. We will work with you to help you identify what your child needs to have a better life. One of the goals is to help families to be independent after Wraparound Milwaukee is no longer involved in their lives.

We will ask you to choose Team members that know your family best. Your Team will also include people such as your Care Coordinator, family members, teachers, therapists, etc., and will meet on a monthly basis.

What is Needed to Take Part in Wraparound Milwaukee's REACH Program?

To participate in the Wraparound Milwaukee REACH program, your child must be diagnosed with a Serious Emotional Disturbance (SED) and must meet the following criteria:

1. Your child must be enrolled in the Medicaid or Badger Care Program
2. Your child's ability to function at home, at school or in the community must be affected by his or her mental health condition.
3. Your child must be at risk of being placed in a residential care center, an inpatient psychiatric hospital or a correctional facility.
4. Your child must be involved in two or more service systems such as mental health, education or child welfare.

Wraparound Milwaukee has a Screening Team that will meet with you. They will tell you about the program to see if it can meet the needs of your child and family. The Screener will determine if Wraparound Milwaukee can help you and your family.



Wraparound Milwaukee's Commitment to Serving You

Listed below are Wraparound Milwaukee's commitment and beliefs in serving your family:

1. Wraparound Milwaukee believes that families know their children best!
2. Wraparound Milwaukee will help you get your child's needs met in your neighborhood, community, and surrounding area.
3. Family and community resources such as relatives, neighbors, friends and churches are usually the most helpful.
4. Many different types of services and supports may be needed because children and families come from different cultures and backgrounds.
5. Parents of children with severe emotional needs have a right to learn more about their child's diagnosis and individual needs.
6. The Wraparound Milwaukee Care Coordinator must make sure that the child and family are the main people putting together their Care Plan.
7. Chances of success are better when ALL of the Team members work together.
8. When children and families are given the help they ask for and need, they can solve many problems.

You and Your Care Coordinator



Local agencies provide Care Coordination services for Wraparound Milwaukee. Wraparound Milwaukee will try to match your child and family to a Care Coordinator that will work best with your family. Your Care Coordinator will call to set up the first meeting to discuss their role and the Wraparound Milwaukee program. This meeting, and all future meetings, should be scheduled at a time and place that works well for you.

The Care Coordinator is the person who will partner with you to identify your family's and child's strengths and needs. They will ask you to fill out some forms at the beginning and at times while you are in the program. This will help you to see how much progress your child is making. Next, the Care Coordinator will help you to put together your Child & Family Team. The Child & Family Team will put together what we call a "Plan of Care".

The Team will get together **within the first 30 days** after enrollment to put together your "Plan of Care".

1. The "Plan of Care" guides you and your Child & Family Team in how all of you together will meet the needs of your enrolled child and support you and your family.
2. The Child & Family Team will then talk about what can be done to help you meet your child's needs. This may be through services that Wraparound Milwaukee will buy from "Providers" in our Integrated Provider Network and/or voluntary or free support services available from your family or the community.
3. You will then put the Plan into action. You will be partnering closely with your Care Coordinator and Child & Family Team to see how you are doing on your Plan. Changes to the Plan can be made as often as needed, but must be reviewed and updated **at least** once every three months. **It is very important that you take part in these meetings.** Please ask your Care Coordinator any questions you may have about your Plan of Care.

Wraparound Milwaukee believes that many families can do what is needed for their own children. We want to help families get better in their day-to-day skills. We hope that what you learn about your child and family during this time will be helpful. Our main job is to help you and your family get the support you need now, and to help you plan for help you may need in the future.



Changing Care Coordinators

We realize that there may be a situation where there will be a request for a new Care Coordinator. Before changing Care Coordinators, Wraparound Milwaukee encourages the Child & Family Team to have a meeting to discuss why they want a new Care Coordinator. If it is decided that a new Care Coordinator would be best, Wraparound Milwaukee will support this request without negative consequences to the child or family or agency. When requesting a new care coordinator, call our Enrollment Coordinator, Pauline Spencer, at 257-7607. She will help you with this process.

Who are Our Funding Sources & Resources?



Wraparound Milwaukee receives funds from many different sources. Wraparound Milwaukee uses Providers from different backgrounds and cultures so that we can offer families a choice. Many Providers are neighborhood groups who know best about the needs of their community. Wraparound Milwaukee strongly encourages the use of natural supports in the

community. If Wraparound Milwaukee cannot meet your child's needs through the current Providers or through your natural supports, we will attempt to locate a Provider or person from your community that **can!**



Confidentiality

All discussions that occur and services that you receive through Wraparound Milwaukee and community Providers are with your consent. We only share information needed to get and follow through with services and to assure quality care. You are asked to sign Consent forms at the start of the program. This lets Wraparound Milwaukee share information or get information from past Providers or people who have helped your family. Information about your child and family is confidential, unless your child threatens to harm himself or others, or if there is evidence of or suspicion of abuse or neglect on the part of the family or caregiver. All Providers, by law, must report any abuse or suspected abuse to the Bureau of Milwaukee Child Welfare at (414) 220-SAFE.

Parent and Caregiver Participation



Wraparound Milwaukee welcomes you to become involved in all parts of the program. During or after your enrollment in Wraparound Milwaukee, you are encouraged to join in on different groups, meetings or activities. Some of these groups may include involvement with Families United of Milwaukee, the Wraparound Partnership Council, the Wraparound Review & Intake Team (WRIT), the Wraparound Quality Assurance Committee or Care Coordinator trainings. Your input is highly valued and very important! If you would like to become involved in helping Wraparound Milwaukee in this way, please call Families United at (414) 344-7777.



Youth Council

Wraparound Milwaukee also has a Youth Council that we encourage your child to become involved in. The goal of the Youth Council is to help youth understand Wraparound Milwaukee and how it can be of help to them. The Youth Council meets every month and begins every meeting with a discussion about what's gone "right" for everyone in the past month. They plan a number of activities during the year - some are social events for the youth and others are fundraisers for charities that the youth select.

For more information about the Youth Council and how to get involved, call Amanda O'Day at Running Rebels.

How Can I get Involved with Youth Council?

Call Amanda O'Day at (414) 264-8222



Family Advocacy

Family Advocacy is a very important part of the Wraparound Milwaukee program. Families United of Milwaukee, Inc. is the group that provides advocacy and other support services for Wraparound Milwaukee. Families United is a chapter of the Federation of Families for Children's Mental Health. This chapter is made up of parents and caregivers working in partnership with Wraparound and other County-run programs to make changes in the system of care to make it better for children and families.

Families United is made up of families that are now in Wraparound Milwaukee or used to be in Wraparound Milwaukee. These are families with children who have special needs. What really makes us "united" is our personal commitment to help empower families to advocate for themselves.

Staff from Families United can also attend Plan of Care meetings, meetings at school or other meetings with you, if you like. We also offer a number of family activities and parent seminars every year. For more information, call Margaret Jefferson.

How Can I get Involved with Families United?

Call Margaret Jefferson, Director, at (414) 344-7777

Special Education



Families United also has a Special Education Liaison, Chris Shafer, who can help you work with your child's school district to get needed services for your child and to assist in the Individual Education Plan (IEP) process.

How Can I get Help with Special Education Issues?

Call Chris Shafer, Special Education Liaison at (414) 257-6799



Family Satisfaction

In addition to the forms that your Care Coordinator will ask you to fill out, Families United and Wraparound Milwaukee will be asking you to complete Satisfaction Surveys. The results of the surveys will help Wraparound Milwaukee make improvements in the care we provide. Wraparound Milwaukee wants you to receive the best care possible while your child is in the program. If you wish, you have the right to refuse to complete the surveys.



Your Medical Assistance Coverage

While you are in the Wraparound Milwaukee REACH Program, **all of your child's mental health and alcohol and drug-related services, including inpatient psychiatric care**, will be provided through the Wraparound Milwaukee provider network.

If your child is currently working with any mental health or substance abuse providers, **let your care coordinator know about this during your first meeting**. He or she can verify whether or not those providers are in the Wraparound Milwaukee network so you can make an informed decision whether or not you want to enroll your child in the REACH program.

You will continue to use your child's blue Forward Card to get any **medical or dental services** like you have in the past (such as prescriptions, medical emergencies, medical doctor appointments, dental appointments, etc.).

Wraparound Milwaukee's Medical Assistance funding covers the enrolled child only. If you have a Medical Assistance card, you and your other children's mental health needs will continue to be reimbursed using that card.

Your child's eligibility for the Wraparound Milwaukee REACH Program is based on his or her eligibility for Medicaid and/or Badger Care. If your child's eligibility for either of those programs changes, your care coordinator will work with you to transition to your prior or new behavioral healthcare plan.

If you need **non-life-threatening mental health or drug/alcohol services outside of Milwaukee County**, you must **first** get approval from the Wraparound Integrated Provider Network Coordinator or her designee at (414) 257-7835.

Emergency Mental Health Care

(For situations that are life threatening)



If you need **emergency mental health** services and a Wraparound Milwaukee Provider is not available, please follow these steps:

1. You may get treatment from a non-network Provider only if the mental health emergency is life threatening if psychiatric treatment is not provided immediately. The person or agency providing the service must call the Wraparound Milwaukee Mobile Urgent Treatment Team (MUTT) Office at (414) 257-7621, as soon as possible.
2. If there are **no risks of permanent damage to your child's health**, the person or agency must call the Wraparound Milwaukee Mobile Urgent Treatment Team (MUTT) Office at (414) 257-7621, before providing services to your child.



In Case of an Emotional or Behavioral Crisis

Crises are common for children with many needs. You and your Team will create a 24-hour Crisis Plan. The Crisis Plan, with your permission, will often include the Wraparound Milwaukee "Mobile Urgent Treatment Team" (MUTT). The Crisis Plan will help you and all those involved with your child to know what to do if there is a crisis. **Please follow the Crisis Plan that your Child & Family Team has established.**

How Can I get Help with an Emergency or Crisis?

You can call MUTT at (414) 257-7621 - Anytime!

Right to a Second Opinion 2

Enrollees in the Wraparound Milwaukee program have the right to a second opinion from a qualified Wraparound Integrated Provider Network Provider. If a qualified Provider is not available in the Network, arrangements will be made for a second opinion outside of the Network, at no charge to the enrollee.



Complaints and Grievances

Wraparound Milwaukee wants to make sure that your family receives the best care possible. If you are unhappy with the care you are receiving, we ask that you follow these steps:

1. Let your Care Coordinator know what you are not happy with, so that he or she can try to help you work it out.
2. If you are not comfortable telling your Care Coordinator about your concerns, you may call the Family Advocate (see page 7) or the Care

Coordinator's Supervisor. If you do not know the name or telephone number of your Care Coordinator's Supervisor, you can call the Wraparound Milwaukee Consumer Relations Office at (414) 257-6532.

3. If you are not happy with the help you received from your Care Coordinator, the Family Advocate or the Care Coordinator's Supervisor, you can call our Quality Assurance Department at (414) 257-7608 and file a formal Complaint. The Quality Assurance staff will write down your Complaint and give it to the staff who will help you.
4. If you would like to give us your Complaint in writing, fill out the Complaint Form you should have received in your Enrollment Packet and send it to Wraparound Milwaukee. If you need help filling out the Form, or you need a Form, you can call the Quality Assurance Department at (414) 257-7608.
5. If you are unhappy with how Wraparound Milwaukee staff dealt with your Complaint, you may file a Grievance. You can do this by calling the Quality Assurance Department at (414) 257-7608 for assistance or see page 2 of the "Client Rights & Complaint/Grievance Procedure" document that was included in your Enrollment Packet.
6. All youth and families in Wraparound Milwaukee have a right to Appeal any Wraparound Milwaukee or County Complaint decisions and/or to directly file a Complaint/Grievance with the State of Wisconsin - Division of Hearings & Appeals (State Fair Hearing). If you need assistance with filing a Complaint/Grievance with the State, you may call the Medicaid Ombudsman at (800) 760-0001 (*see page 2 of the "Client Rights & Complaint/Grievance Procedure" document for details*).
7. If a formal, written Complaint/Grievance is about a Reduction or Denial of a covered service, and you file the Complaint/Grievance within 45 days of the decision to reduce or deny the service, then the following applies:
 - A. If you were not receiving the service prior to the reduction/denial, Wraparound Milwaukee does not have to provide the service while the Complaint/Grievance is in process.
 - B. If you were receiving the service prior to the Complaint/Grievance, then Wraparound Milwaukee will continue to provide the same level of service while the Complaint/Grievance is in process. However, Wraparound Milwaukee may require you to receive the service from within our Provider Network (*if you are not doing so already*).
 - C. If the Wraparound Milwaukee decision does not change, you may be responsible for paying for the services you received during the Grievance process.



Special Requests



1. If you or a family member needs an Interpreter, please ask your Care Coordinator to get this service for you.
2. If you or a family member has a specific disability, Wraparound Milwaukee will try to help you find the community supports that can help you.

Why Wraparound Milwaukee May No Longer be able to Provide Help to Your Child and Family

Wraparound Milwaukee can no longer provide help to you if:

1. Progress has been made in meeting the needs identified by you and your Team and your child no longer needs help from Wraparound Milwaukee.
2. Your child is no longer eligible for the Medicaid or Badger Care program.
3. Your child has turned 18 years of age.
4. On a daily basis, you and your child cannot or do not follow the Plan of Care.
5. Wraparound Milwaukee cannot find your child and/or family for 30 days or more.
6. You no longer live in Milwaukee County.
7. Your child is placed out-of-home by the Court.

Note: If you move out of Milwaukee County, you must tell your Care Coordinator right away!

Website



To learn more about Wraparound Milwaukee,
you can go to our Website at www.county.milwaukee.gov.

Type "wraparound" in the Site Search box and then click "Go". Some of the things you can find on the Website include:

1. Terms and Phrases Families Need to Know.
2. Family's Frequently Asked Questions.

3. Transportation Consent Forms.
4. Positive Recognition Forms.
5. Complaint Forms.
6. A Staff Directory.
7. Instructions to Access the Wraparound Milwaukee Provider Directory.



Resource Phone Numbers

Mobile Urgent Treatment Team (MUTT) - (414) 257-7621

Wraparound Milwaukee Staff

Director - Bruce Kamradt - (414) 257-7639

Deputy Director - Mary Jo Meyers - (414) 257-7521

Enrollment Coordinator - Pauline Spencer - (414) 257-7607

Finance Questions - Janet Friedman - (414) 257-7597

Quality Assurance Director - Pam Erdman - (414) 257-7608

Provider Network Coordinator - Jeannine Maher - (414) 257-7835

Family Advocate - Margaret Jefferson - (414) 344-7777

Education Advocate - Chris Shafer - (414) 257-6799

Youth Council - Amanda O'Day - (414) 264-8222

Care Coordinator:

Name _____

Phone Number _____

Care Coordinator's Supervisor:

Name _____

Phone Number _____

Others:

*Thank you for taking the time to read this Handbook.
If you have any questions about what is in this Handbook,
please ask your Care Coordinator.*

We welcome you to the Wraparound Milwaukee REACH program!